

*EgoPrise*

**WP3**

# **Interoperable Business-Oriented Public Services**

Development, Implementation, Transfer



Project part-financed by  
the EU Programme





## Why? - motivation

# WP3 specific problems addressed & objectives

- Current approach of the public sector to adjust its services towards the needs of enterprises is still fragmented
  - Public sector acts locally
  - Redundant mandatory administrative procedures
  - Lingual barriers
- Objective:
  - improve service quality of the public sector by simplifying administrative procedures & improving accessibility of information with the help of e-tools
  - make public services & administrative procedures more business oriented,
    - E.g. timing & costs optimization
- Main target group
  - Business sector, incl. SMEs contemplating international business operations
  - Umbrella organizations, e.g. business associations, chambers of commerce



# How?

## WP3 - methodological approach

- WP3 activities are structurally grouped into 4 Modules:
  - 1. Research,
  - 2. Implementation in Pilot regions,
  - 3. Preparation of Transfer,
  - 4. Promotion/Transfer of Results and preparation of Post-Project Phase.



# How?

## Research, M1

- Demand side:

- survey among SMEs about the needs for improvement of G2B processes

### INPUT

- Preparation of the survey, i.e. in form of the survey guideline
- implementation of the survey

### OUTPUT

Expertise report on better business oriented services and mandatory procedures with public administrations

- Supply side:

- Workflow survey: workflow for processes identified in the SME survey will be analyzed in relevant public administrations

### INPUT

- Preparation and Implementation of the Workflow Survey in public administration for improvement of selected G2B processes in all countries

### OUTPUT

- Recommendation and guidelines for reorganizing selected processes in public administrations, workflow reorganization, e.g. - ICT investment plan, staff training, end-user promotion



## How?

# Implementation in pilot regions, M2

- Development and implementation of improved business oriented services in the pilot regions (DE, DK, EE, FI, LV)
  - Web service for business registration
  - Optimization of one additional process per country
- INPUT
- Establishment of “Expert Board” of administrations, SMEs and umbrella organizations
- Development and implementation of the web based one-stop-shop for business registrations in pilot regions
- Training courses
- OUTPUT
- Web service for multilateral business registration (betw. sel. country pairs). To be implemented in at least 5 pilot regions in DK, DE, EE, LV & FI
- Additional process per country optimized



# How?

## Preparation of Transfer, M3

- Preparation of transfer of the results to regions beyond the partnership
- INPUT:
- Development of the Action Plans and Guidelines for the identified processes for on how to adapt the improvements of the identified business-oriented processes in administrations/ regions beyond the partnership; incl.
  - workflow reorganization patterns in public administrations
  - training methodology and examples for the staff,
  - best practices and constraints (typical stumbling stones, lessons learned in the pilot regions),
  - investment plans for technical upgrades,
  - proposals for necessary legal adoptions, facilitating multilateral e-gov. processes
- OUTPUT
- Action Plan and Guideline, recommendation packages for necessary changes/ adaptation of legal frames & regulations on national level to facilitate selected G2B processes



# How?

## Promotion & Transfer of Results, M4

- Aim is
  - to secure technology & knowledge transfer as well as adoption in regions beyond EgoPrise
- INPUT
  - Targeted transfer of the results by umbrella organizations
  - Introduction of the developed tools via open Events for SMEs, Public Administrations
  - Training programmes for public administrations to apply the designed ICT tools and to adapt suggestions on workflow reorganisations.
- OUTPUT
  - Public acceptance of the project results



## WP3 – responsibilities 1

Processes/ Activities	Main responsible PP(s) #	Special Responsibility per Country							
	Further PP(s) #	DE	LV	FI	EE	SE	LT	DK	BY
3 Working Group Meetings	<b>2,</b> 1, 7,10, 14, 18 + further Members								
Preparation and Implementation of the Demand Survey of SMEs for improvement of G2B processes in all countries	<b>2,</b> All Partners needed	2, 4	7, 8	10, 13	14, 9	15	17	18	22
Preparation and Implementation of the Workflow Survey in public administration for improvement of selected G2B processes in all countries	<b>2,</b> All Partners needed	2, 1	7, 6	10, 11	14, 16	15	17	18- 21	22
Development and Implementation of improved business oriented services in the pilot regions - business registration + 1 additional process per country	<b>2,</b> All Partners needed	1, 5	7, 6	10, 11	14, 16			18- 21	



## WP3 – responsibilities 2

Processes/ Activities	Main responsible PP(s) #	Special Responsibility per Country							
	Further PP(s) #	DE	LV	FI	EE	SE	LT	DK	BY
Preparation and Implementation of Training for public Administrations with the web-service for business registration in the pilot regions	<b>2,</b> All Partners needed	1, 5	7, 6	10, 11	14, 16			18- 21	
Elaboration of action plans	<b>2,</b> All Partners needed	2	7	10	14			18	
Starting Transfer of web-service-for multilateral business registration to regions/ beyond EgoPrise partnership	<b>2,</b> All Partners needed	1	6	11	16				
Transfer of Action Plans to the relevant national institutions + promotion	<b>2,</b> All Partners needed	3	6	11	14			18	



## WP3 – time frame 1

Processes/ Activities	Output	Duration
3 Working Group Meetings	-	Jan10-Jun10, Jul10-Dec10, Jul11-Dec11
Preparation and Implementation of the Demand Survey of SMEs for improvement of G2B processes in all countries	<b>Expertise for all represented BSR countries on better business oriented services and mandatory procedures with public administrations, as required by SMEs of selected branches</b>	Jan10-Dec10
Preparation and Implementation of the Workflow Survey in public administration for improvement of selected G2B processes in all countries	<b>Guidelines for reorganising selected processes in public administrations, towards business oriented e-gov services (in all countries)</b> - workflow reorganisation - ICT investment plan - Staff training (Examples) - End-user promotion (Examples)	Jun10-Dec10 (interim guidelines) Jun12 (final guidelines)
Development and Implementation of improved business oriented services in the pilot regions - business registration + 1 additional process per country	<b>Web service for multilateral business registration (betw. sel. country pairs). The service will be implemented in pilot regions in DK, DE, EE, LV &amp; FI</b>	Jan11-Jun12



## WP3 – time frame 2

Processes/ Activities	Output	Duration
Preparation and Implementation of Training for public Administrations with the web-service for business registration in the pilot regions	<b>Training programmes for public administrations to apply the designed ICT tools (listed above) and to adapt suggestions on workflow reorganisations. Best practices on training examples will be integrated in the guidelines listed above.</b>	Jan12-Jun12
Elaboration of action plans	<b>Action plans containing step by step recommendation packages for necessary changes/ adaptation of legal frames &amp; regulations on national level to facilitate selected government-to-business processes inside &amp; between selected BSR countries (LV, DE, DK, FI, EE).</b>	Jan11-Jun12
Starting Transfer of web-for multilateral business registration to regions/ municipalities beyond EgoPrise partnership		Jul12-Mar13
Transfer of Action Plans to the relevant national institutions + promotion		Jul12-Mar13